



SACRAMENTO POLICE DEPARTMENT COMMUNICATIONS DIRECTIVE



533.12 DISTURBANCE/KEEP THE PEACE CALLS 1-31-2023

PURPOSE

This Communications Directive establishes guidelines for Communications personnel handling calls regarding disturbances.

POLICY

The policy of the Communications Division is to enter calls for service when there is a potential for violence or a need to keep the peace.

PROCEDURE

Disturbances are defined as service calls where police mediation is needed and are often heated volatile incidents that require a police response to defuse the situation before it escalates.

A. DISTURBANCE CALLS

When questioning callers about any type of disturbance, the following information is to be included in the TEXT field if available:

1. Information that clarifies the location. In addition to the exact address and the business name, if applicable, to which the officers are responding, include clarifying information that better directs the officers (i.e., in the kitchen, in the backyard, in the garage, front or rear residence).
2. Indicate the number and type of any weapons involved, keeping in mind that, in a disturbance call, a subject may be armed at the time of call, or holding a weapon in a threatening manner.
 - a. Change/update the type code to a 415W.
 - b. When an armed subject has used or attempted to use a weapon, the situation has escalated to a felony assault and the appropriate 245 incident type code is used.
3. List the number of people involved in the disturbance.
 - a. Is the incident occurring at a large gathering?
 - b. Indicate the approximate number of bystanders who could present a threat to responding officers.
 - c. Indicate the identity or description of the main aggressor(s).
4. Indicate if the parties involved have used alcohol or narcotics today.
5. Indicate if any of the parties involved have been violent in the past.
6. Indicate if any of the parties involved have a mental health diagnosis.

B. VERBAL DISPUTES

1. The incident type code 415F is used with verbal arguments between family members (i.e., brother/sister, mother/son, and aunt/grandmother).
2. The incident type code 415DV is used for verbal disputes involving domestic violence relationship categories such as:
 - a. Spouse or ex-spouse.
 - b. Dating relationship or ex-dating relationship.
 - c. Co-parents.
 - d. Persons in a dating or martial relationship that cohabitate.

C. DISTURBANCE INVOLVING UNHOUSED PERSONS

1. Unhoused person causing a disturbance.
 - a. The call taker shall clarify if the unhoused person is on public or private property.
 - b. The call taker shall enter call for service using the appropriate 415 type code.
2. Unhoused persons camping out and not causing a disturbance
 - a. The call taker shall attempt to determine if the disturbance is on private property or public property.
 - b. If on private property, the call taker will enter a call for service if the owner or person responsible for the property is the one making the complaint.



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- (1) The property owner or authorized agent must be the enforcing agent for the 602 Notice of Trespass.
- (2) The 602 Notice of Trespass shall not be used in place of an eviction notice.
- c. If on public property, the call taker shall assess if the unhoused persons are obstructing walkways and/or roadways.
 - (1) If the unhoused persons are obstructing walkways and/or roadways a call for service shall be entered.
 - (2) If the unhoused persons are not in violation of existing criminal law the caller shall be referred to proper channels regarding unhoused camps (i.e., 311, City Code Enforcement).

D. DISTURBANCE INVOLVING INTOXICATED PERSONS

1. It is important to be alert for medical problems.
 - a. Some serious medical conditions have symptoms that may make a subject appear intoxicated.
 - b. Persons who are intoxicated may need medical aid, as a result of the amount of alcohol they consumed, or from falling and injuring themselves.
 - c. Ask callers who are reporting intoxicated persons if they have a reason to believe that medical aid is also needed.
2. Enter a call for intoxicated subjects who are creating a disturbance, utilizing the 415 incident type code.
3. Business employees and owners frequently call to report situations involving intoxicated subjects.
 - a. When the intoxicated person is sleeping, or appears to be passed out in front of the business, but is not causing any problems to customers, the 981 or 922 incident type code is used.
 - b. Enter a call when there is any indication of a subject down with possible medical complications or injuries, utilizing the incident type code 945.

E. CIVIL STAND BY REQUEST / KEEP THE PEACE CALLS

1. A "Keep the Peace" or "Civil Stand by Request" call for service shall be entered in a situation where there has been a threat of violence involved. The Sacramento Police Department will not respond on this type of call in the event there is a restraining order prohibiting the caller from responding to the location or having contact with the person at the location. Officers will **only** be dispatched on civil standbys in the following situations:
 - a. History of violence (i.e., 245, 243, 415W).
 - b. Child custody issues with a history of violence, potential violence, or threat of violence.
 - c. Request from allied outside agency.
2. Confirm that both the location where the standby is needed, and the location where the caller will meet officers are in the city limits. Members of the public shall be advised to travel to a safe location near the address and re-contact the Sacramento Police Department at that time. When the caller re-contacts the Sacramento Police Department, an incident using the 414-incident type code is entered.
 - a. The LOCATION FIELD is the address or intersection where the officer is to respond to meet the caller.
 - b. If the caller is standing by at a business that is not listed in the common place file, include the name of the business.
 - c. Enter the address where the standby will occur. Indicate that the hazard file for that residence has been checked. (i.e., 414 NEEDED AT 111 BERCUT DR Premise History-Negative).
 - d. If the caller is waiting in his or her vehicle, include a description of the vehicle.
 - e. Ask the caller if there are any weapons at the standby address.
 - f. Ask the caller to detail what the threat of violence entailed and include that information in the text of the call.
 - g. The dispatcher shall perform a query to check the address for prior incidents at that location and document the call number(s) of prior incident(s) of violence.
 - h. Confirm that there are no restraining orders involved and document that in the text of the call.



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- i. Include which of the criteria listed in Section E.1. a has been met to warrant police response.
 3. Members of the public requesting civil standbys that do not meet the above criteria will be referred to:
 - a. The Sacramento County Sheriff's Office (SSO) Civil Division.
 - b. The Sacramento County Superior Court website.
 - c. A private attorney.
 - d. Legal aid.
 4. The Sacramento Police Department generally does not serve court orders, or restraining orders.
 - a. Members of the public will be referred to the Civil Division of the SSO. The Sheriff's Office provides this service within the city limits as well as the county.
 - b. Officers may serve restraining orders if on scene of a call for service in accordance with General Order 533.04 (Domestic Violence)
- D . DISTURBANCES REGARDING LOUD NOISE**
1. If the noise complaint is due to a large party call, the dispatcher shall enter the call for service under the type code 415.
 2. Noise complaints not involving large parties, shall be handled as follows:
 - a. Ask if the complainant s willing to testify against the responsible party
 - (1) If the complainant is willing, the dispatcher shall enter a call for service under the type code 415E.
 - (2) If the complainant is not willing, the dispatcher shall enter a call for service under the type code 415E and treat it as an All Units type code.
 3. If a subject is on public property (i.e., park or sidewalk) the noise complaint shall be entered using the type code 415.